

# OCCUPATIONAL OUTLOOK REPORT

## Alameda County



1999/2000



# ALAMEDA COUNTY OCCUPATIONAL OUTLOOK REPORT 1999/2000



A Product of:

**The California Cooperative Occupational Information System**

Sponsored by:

**The Oakland Private Industry Council, Inc.**

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The California Employment Development Department

Alameda County Economic Development Alliance for Business

The California Occupational Information Coordinating Committee

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## ACKNOWLEDGEMENTS



The Oakland Private Industry Council expresses its gratitude to all the people who gave their time and expertise towards the publication of this report.

Our thanks go to over 500 Alameda County employers who contributed their time and information. These employers made this Occupational Outlook Report possible by responding to questions about 21 different occupations.

We would also like to give special thanks to all of our partners who helped select the occupations to be studied for this report.

We appreciate the contributions of Tré Braun, CCOIS Site Analyst, for his guidance throughout this project. A big thank you to Tracey Brown, Employment Specialist, LMI, Contra Costa County Private Industry Council and Kim Low, LMI Coordinator, San Francisco Private Industry Council for their continuous support.

Our thanks also go to Deborah Gums, LaSheiba Collins, Sandra Guevara, and Brenda J. Johnson-Tyler for the dedication and commitment to the success of the report.

Phyllis Lohar-Singh  
Labor Market Information Coordinator

## FOREWORD



Department of Labor Secretary Alexis Herman, Congresswoman Barbara Lee (D-District 9), and Private Industry Council Chief Executive Officer, Gay Plair Cobb exchange ideas with area residents about the changing needs of the job seeker and employer at the Oakland Career Center.

The Oakland Private Industry Council welcomes the challenges of the new millennium. In demand will be a highly skilled, diverse workforce able to rise to meet the rapidly changing labor environment. The 1999-2000 Occupational Outlook Report of Alameda County is a valuable tool for employers and job seekers. This report provides information necessary to make informed workforce decisions for the future.

Providing accurate and specific information, statistics and employment trends in Alameda County, Occupational Outlook 1999-2000 continues to exemplify the Oakland Private Industry Council mission.

We are indebted to the staff of our Labor Market Information Project for their long-standing commitment to delivering a high quality product.

Gay Plair Cobb  
Chief Executive Officer

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# INTRODUCTION

The 1999/2000 Occupational Outlook Report represents the eighth year of the Labor Market Information Program in Alameda County. The objective of this report is to inform both employers and job seekers of the current labor trends in Alameda County. This Labor Market Information Study is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS) and administered by the Labor Market Information Division (LMID), which is part of the State of California's Employment Development Department (EDD).

## The CCOIS

California Cooperative Occupational Information System (CCOIS), which has been active since 1986, is a collaboration of the Labor Market Information Division (LMID), the California Occupational Information Coordinating Committee (COICC), and the Oakland Private Industry Council. CCOIS reports contain information on occupations in 58 counties and all of California's labor force. No other source of occupational information offers the up-to-date local labor market focus that is found in these Occupational Outlook Reports. Currently, CCOIS contracts 38 local agencies to produce the regional reports.

## Mission of the CCOIS

The mission of the CCOIS is "to improve the match between employers' needs for skilled labor and the skills of the California workforce. This is accomplished by providing current localized occupational information that results in better labor decisions. These decisions are made by job seekers, employers, policy makers, legislators, training staff, students, educators, counselors, administrators, and others who assist and prepare people to obtain work."

## Project Coordination

Phyllis Lohar-Singh	LMI Coordinator
Deborah Gums	LMI Program Technician
LaSheiba Collins	LMI Program Intern
Brenda J. Taylor-Johnson	LMI Program Assistant

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## Possible Uses For This Report

The data in this publication has been gathered, analyzed, and is distributed with the intention of being used for a variety of purposes by a variety of organizations and individuals. Some of the most important uses are listed below.

**Career Decisions:** Career Counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information in this report is easy to understand and includes employer requirements and preferences, wages and benefits, supply and demand assessments and more.

**Curriculum Design:** Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

**Program Planning:** This report provides local planners and administrators with employment data, including occupational size and expected growth rates. Program Planners can use this data to evaluate, improve and eliminate programs, or to plan new programs.

**Economic Development:** Local government agencies and economic development organizations will find information on the local labor pool such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in the Alameda County labor market area.

**Program Marketing:** Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their training programs are developed using reliable local occupational data.

**Human Resource Management:** Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods and assess the availability of qualified workers for business relocation or expansion purposes.

# The Program Method

## Occupation Selection

The following process was used to select the occupations to be included in this report. Initial criteria was identified by the Oakland Private Industry Council (OPIC) staff to narrow down the list of occupations to be surveyed. A preliminary list of occupations was developed and reviewed by vocational program operators, educational institutions, labor representatives, economic development organizations, members of the Private Industry Council, employers, and the Labor Market Information Division (LMID). With input from these organizations, occupations were dropped and others added until a final list of 25 occupations was selected.

## The Criteria

- The occupation has a substantial employment base in the county
- There was a substantial number of projected job openings in the county
- There appears to be substantial potential for earning capacity
- The skills requirements are impacted by some fluctuation in the labor market or emerging technology

## Survey Sample Selection

After the occupations were clearly defined and appropriate Occupational Employment Statistics (OES) and Dictionary of Occupational Titles (DOT) were assigned, the LMID staff, using detailed data bases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. One consideration in drawing up the employer sample was the pattern of distribution of industries in which the occupation could be found. For example, medical assistants generally work for firms classified in the health services category, whereas, administrative assistants may be scattered across several industries.

The samples are carefully reviewed and employers are called to verify the company name and address, confirm the existence of the occupation at the company, and obtain the name of a contact person. Employers were added or deleted as appropriate. The final sample included up to 40 employers for each occupation.

## Title and Definition of Occupations

Industry title represents the economic activity in which a firm is engaged. Industries are classified according to the Standard Industry Classification (SIC) Manual. There are nine major industry classifications. Every firm in the state is classified in one or more of these detailed industry categories according to the products or services they render.

An occupation must have a name or title and a definition of a job that identifies the various activities and functions of a worker. The method of classifying jobs used in this program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS) or the Dictionary of Occupational Titles (DOT) developed by the U.S. Department of Labor.



BLS uses the OES classification system nationwide to study staffing patterns within industries. The DOT is used nationwide to properly match jobs with workers. Examples of occupational titles include Licensed Vocational Nurse, Computer Engineer, and Administrative Assistant.

## **Questionnaire Development**

LMID developed a standard questionnaire and a sample of the questionnaire is included in this report.

## **Survey Procedures**

The following illustrates OPIC's survey procedures:

- Employers were called to verify company name and address, verify the existence of the occupation at the company, obtain the name of a contact person, describe the study and encourage participation. Employers were eliminated at this point if they did not employ a targeted occupation.
- Employers willing to participate in the survey were encouraged to complete the questionnaire during the initial contact by phone. If that was not a convenient time, employers were called back at a designated time and/or sent a survey by mail or fax.
- Employers not responding after five working days of the initial mailing were again contacted by phone to encourage them to return the questionnaire and again given the opportunity to complete the survey by telephone.
- All surveys were reviewed by the coordinator to ensure accuracy and completeness. Employers were contacted if answers were unclear or in conflict with other responses or information obtained about the occupation.
- If a sufficient number of responses could not be obtained in a reasonable time in order to secure a finalized list up to 40 employers, additional employers were added to the list based on knowledge of local firms, the firms listed in the Yellow Pages, or firms listed with the city's local Chamber of Commerce.

## **Tabulation & Results**

The survey responses were entered into a database, and tabulations were produced. From those tabulations, the data was analyzed and the final occupational summaries were prepared. Each occupational summary provides information on training and hiring requirements; size of the occupation; employment trends; supply/demand assessments; wages and fringe benefits; and other information. Specific employer identification is and will remain confidential.

# The Occupational Summaries

The following descriptions are provided to explain each section of the occupational summaries. Occupations are listed alphabetically by their title. The OES Code and number of responding firms are provided at the beginning of each summary.

## Response Chart

When reference is made to “all”, “almost all”, “most”, “many”, “some”, or “few”, the following definitions apply:

All	100% of the survey respondents
Almost All	80% up to but not including 100% of survey respondents
Most	60% up to but not including 80% of survey respondents
Many	40% up to but not including 60% of survey respondents
Some	20% up to but not including 40% of survey respondents
Few	Less than 20% of survey respondents

## Description

The titles and descriptions are based on the OES Dictionary published by the Bureau of Labor Statistics, May 1992, and by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition.

## Training and Experience

### Job Qualifications

The basic skills, knowledge, abilities, and certification described in this section are primarily from LMID library reference materials. Computer related skills are from the surveyed employers.

### Education

This section identifies the minimum level of formal education that firms require when hiring a candidate into the specific occupation.

### Experience & Other Requirements

This part of the report reflects employers' requirements for previous work experience and the degree to which they accept training as a substitute for experience.

## Requirement Methods

### Employment Sources

This section provided a list of twelve employment sources used by employers in their recruitment efforts. The employer was requested to select the three most successful methods.

### Vacancies filled over the last 12 Months

Here, employers were asked to report the source of job openings in the occupation over the last year.

# Employment Trends

## Alameda County Occupational Forecast 1995-2002

The forecast tables represented in this section were prepared by EDD. The tables indicate the employment level, growth rating and job openings by occupation in Alameda County over a seven-year period. Also included is the average growth rate for all occupations in the county.

### Size

The term used to describe the employment level of a particular occupation refers to its estimated number of workers in the occupation. Occupational size in Alameda County is measured on the following scale.

Small	909	and	Less
Medium	910	-	1817
Large	1818	-	3938
Very Large	3899	and	Above

### Growth Rating

The standard terms used to describe the rate of growth for each occupation are as follows:

Much Faster than Average	=	15.45% and Above
Faster than Average	=	11.33 up to 15.44
Average	=	9.27 up to 11.32
Slower than Average	=	9.26 and Below

### Job Openings

For each occupation, the job openings reported are a result of occupational growth.

### Employer's Forecast

In this section, employment levels in the occupation are assessed for the past year and for the next two years. Here, the employment levels are measured by whether responding employers felt the occupation would decline, remain stable or grow.

### Supply/Demand Assessment

The terms used in this section refer to the degree of difficulty employers have finding fully experienced and qualified applicants, as well as inexperienced applicants (trained or untrained) who meet their hiring qualifications. The following terms illustrate the local supply and demand characteristics at the time of the survey.

Not Difficult	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.
Moderately Difficult	Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.
Very Difficult	Demand of qualified applicants is considerably greater than supply. This means that qualified applicants encounter no competition in their job search.

## Wages and Benefits

### Hourly Wages

The standard definition of wage data categories enables comparison of salary ranges across occupations. The wages are based primarily on employer surveys and contracts with unions. Union wages are reported separately when union employment represents 20 to 80 percent of the surveyed employers. The wages reported are based on data collected from June 1999 through December 1999 and reflect the following categories:

Entry Level/No Experience	The wages of persons trained or untrained, but with no paid experience in the occupation.
Experienced/New to Firm	The starting wages paid to journey-level or experienced workers newly hired at the firm.
3 + Years Experience with Firm	The wages generally paid to workers with at least three years journey-level experience at the firm.

Included in this section are the hourly workweek and promotional opportunities.

### Benefits

Employee benefits for both full-time and part-time workers are presented in this section. The data shows the percentage of employers offering each benefit using the categories listed on page 5.

# OCCUPATIONAL SUMMARIES

The information contained in this report reflects data collected from  
employers  
that participated in the study.



# ADMINISTRATIVE ASSISTANTS

NON-OES CODE: 169167997  
16 FIRMS RESPONDING / 350 EMPLOYEES  
GENDER: Female 90%, Male 10%



## OCCUPATION DESCRIPTION

Administrative Assistants aid executives by coordinating, analyzing and improving office services, such as personnel, budget and operating practices. They analyze personnel requirements, study methods of improving performance standards and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, workflow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems and answer correspondence. They may direct services, such as maintenance, repair, supplies and mail.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Word processing, data entry, record keeping and general office practices. Basic math, grammar and spelling. Time management, organizational skills and report writing. Use of office machines, alphabetic and numeric filing.

**Ability To:** Analyze data and information, write legibly and effectively. Work under pressure, work independently, communicate orally and follow oral instructions. Coordinate work activities and interact well with others. Follow written instructions.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Most
Associate degree (2 Year)	Some

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	None	Few
Other Occupational Experience Accepted	Many	Many	None
Training in Lieu of Experience	Some	Most	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Most
In-House Promotion or Transfers	Most
Internet	Many
Employee Referrals	Many

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	N/A
Growth Rating:	N/A
Job Openings:	N/A

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	Few	Many	Many
Employment over next 2 years	None	Most	Some

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced	Moderately Difficult
Inexperienced	N/A

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Few
Promotions	Some
Employees Leaving	Most
New Positions (Growth)	Few

Employers report a total of 5 new positions this past year  
Most employers provide promotional opportunities

## WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$ N/A	\$ N/A
Experienced/New to Firm	\$11.92 - 21.58	\$16.41
3+ Years Experience with Firm	\$15.00 - 23.01	\$18.57

Almost All employers report 40-hour full-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	All	Some
Dental Insurance	All	Some
Vision Insurance	Many	None
Life Insurance	Almost All	None
Sick Leave	Almost All	Some
Vacation	All	Some
Retirement Plan	Most	Most
Child Care	Few	None



## BILLING, COST AND RATE CLERKS

OES CODE: 553440  
10 FIRMS RESPONDING / 84 EMPLOYEES  
GENDER: Female 86%, Male 14%

### OCCUPATION DESCRIPTION

Billing, Cost and Rate Clerks compile data, compute fees and charges and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding and calculating and bookkeeping machines. The survey does not include workers whose primary duty is operation of special office machines such as billing, posting and calculating machines. Also, workers who calculate charges for passenger transportation are not included.

### EMPLOYER ASSESSMENTS

#### JOB QUALIFICATIONS

**Skills In:** Data entry, record keeping, 10-key adding machine by touch, operating office machines, basic math and alphabetic and numeric filing.

**Ability To:** Write legibly and effectively, work under pressure, communicate orally, willingness to work with close supervision, follow oral instructions, read and follow instructions and interact well with others.

#### MINIMUM EDUCATION REQUIREMENT

Less than High School	Few
High School or Equivalent	Most
Associate degree (2 Year)	Few
Bachelor degree (4 Year)	Few

#### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Many	Few	Many
Other Occupational Experience	Almost All	Few	None
Training in Lieu of Experience	Many	Many	None
Technical/Vocational Training Required	Some	Almost All	None

#### MOST SUCCESSFUL RECRUITMENT METHODS

Employee Referrals	Almost All
Newspaper Ads	Most
In-House Promotion or Transfers	Some
Internet	Many
Walk-In Applicants	Many
School, Program Referrals	Some

### EMPLOYMENT TRENDS

#### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Large (1995 emp 2,310)
Growth Rating:	Remain Stable (0%)
Job Openings:	490

#### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Almost All	Few
Employment over next 2 years	None	Some	Most

#### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Moderately Difficult

#### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	Few
Employees Leaving	Most
New Positions (Growth)	Some

Employers report a total of 3 new positions this past year  
Most employers provide promotional opportunities

### WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$7.00 - 23.97	\$10.00
Experienced/New to Firm	\$8.00 - 15.00	\$12.00
3+ Years Experience with Firm	\$10.00 - 25.00	\$13.75

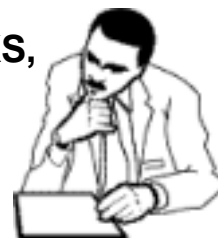
Almost All employers report 40-hour full-time workweek  
Some employers report 25-hour part-time workweek

### BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	All	Most
Dental Insurance	Almost All	Most
Vision Insurance	Many	Most
Life Insurance	All	Some
Sick Leave	Almost All	Most
Vacation	All	Most
Retirement Plan	Most	Most
Child Care	None	None

# BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

OES CODES: 553380  
17 FIRMS RESPONDING / 49 EMPLOYEES  
GENDER: Female 86%, Male 14%



## OCCUPATION DESCRIPTION

Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers, compute, classify and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. The survey does not include individuals whose primary duty is operating special office machines.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Oral communication and good memory skills. Accounting and bookkeeping skills. English, grammar, punctuation and basic math skills. Using computers in accounting applications.

**Ability To:** Pay attention to detail and perform routine, repetitive work. Operate 10-key adding machine by touch and concentrate for long periods of time. Work under close supervision, write legibly and effectively. Work under pressure and work independently. Read and follow instructions.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Many
Associate degree (2 Year)	Some
Bachelor degree (4 Year)	Few

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	All	None	None
Other Occupational Experience Accepted	Many	Many	None
Training in Lieu of Experience	Many	Many	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
In-House Promotion or Transfers	Some
Employee Referrals	Most
Private Employment Agencies and Employment Development Dept.	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY

#### OCCUPATIONAL FORECAST 1995-2002

Size:	Very Large (1995 emp 10,450)
Growth Rating:	Slow Decline (-2.0%)
Job Openings:	890

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	Few	Many	Some
Employment over next 2 years	None	Almost All	Few

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	N/A

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	Few
Employees Leaving	Most
New Positions (Growth)	Some

Employers report a total of 4 new positions this past year  
Many employers provide promotional opportunities

### WAGES

<u>All EMPLOYERS</u>	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$ N/A	\$ N/A
Experienced/New to Firm	\$9.59 - 16.08	\$13.42
3+ Years Experience with Firm	\$11.99 - 28.00	\$16.78

All employers report 40-hour workweek

### BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	None
Dental Insurance	Almost All	None
Vision Insurance	Many	None
Life Insurance	Most	None
Sick Leave	Almost All	None
Vacation	Almost All	None
Retirement Plan	Almost All	None
Child Care	Few	None



# BUS AND TRUCK MECHANICS AND DIESEL ENGINE SPECIALISTS

OES CODES: 853110

15 FIRMS RESPONDING / 286 EMPLOYEES

GENDER: Female 1%, Male 99%

## OCCUPATION DESCRIPTION

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses and all types of diesel engines. The survey includes mechanics working primarily with automobile diesel engines.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Possession of good DMV record, basic auto mechanics and diesel engine repair. Use of manual and electronic hand tools and the operation of electronic automotive diagnostic equipment. Knowledge of hydraulics and implementing safe work practices.

**Ability To:** Lift 75 lbs. repeatedly, work in awkward positions and stand continuously for 2 or more hours. Use hands, arms and fingers. Work nights, weekends and holidays. Follow oral and written instructions. Work independently and communicate with others. Read and follow instructions.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent All

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	Few	Few
Other Occupational Experience Accepted	Many	Many	None
Training in Lieu of Work Experience	Some	Most	None
Technical/Vocational Training Required	Some	Many	Some

### MOST SUCCESSFUL RECRUITMENT METHODS

Employee Referrals	Almost All
Newspaper Ads	Most
Walk-In Applicants	Most
School, Program Referrals	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY

### OCCUPATIONAL FORECAST 1995-2002

Size:	Medium (1995 emp 1,000)
Growth Rating:	Slower Than Average (7.0%)
Job Openings:	210

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Most	Many
Employment over next 2 years	None	Many	Most

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Very Difficult
Inexperienced:	Very Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	None
Employees Leaving	Many
New Positions (Growth)	Many

Employers report a total of 22 new positions this past year  
Many employers provide promotional opportunities

## WAGES

<u>NON-UNION</u>	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$10.50 - 10.50	\$10.50
Experienced/New to Firm	\$13.50 - 19.00	\$15.00
3+ Years Experience with Firm	\$15.50 - 21.97	\$19.50

<u>UNION</u>	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$12.75 - 12.75	\$12.75
Experienced/New to Firm	\$10.00 - 21.00	\$15.00
3+ Years Experience with Firm	\$13.00 - 25.00	\$21.75

Almost All employers report 40-hour full-time workweek  
Few employers report 25-hour part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	All	All
Vision Insurance	Many	All
Dental Insurance	Most	All
Life Insurance	Many	All
Sick Leave	Many	All
Vacation	Almost All	All
Retirement Plan	Most	All
Child Care	None	None

# COMPUTER ENGINEERS

OES CODES: 221270  
11 FIRMS RESPONDING / 420 EMPLOYEES  
GENDER: Female 12%, Male 88%



## OCCUPATION DESCRIPTION

Computer Engineers analyze data processing requirements to plan EDP systems to provide system capabilities required to projected work loads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Completion of computer science courses and analyze data to solve problems. Write documentation of computer procedures and detailed technical instructions. Working as part of a team and maintaining good customer relations and interact well with others.

**Ability To:** Read and follow oral and written instructions. Write legibly and effectively. Demonstrate knowledge of specific product. Work under close supervision and independently. Work nights, weekends and holidays

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Some
Associate degree (2 Year)	Few
Bachelor degree (4 Year)	Most

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	None	Few
Other Occupational Experience Accepted	Some	Most	None
Training in Lieu of Work Experience	Most	Some	None
Technical/Vocational Training Required	Almost All	Few	Few

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Some
Trade Journal	Some
Employee Referrals	Most
Colleges/Universities	Many
Internet	Most

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Medium (1995 emp 1,660)
Growth Rating:	Much Faster Than Average (68.7%)
Job Openings:	1,270

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	Few	Few	Most
Employment over next 2 years	None	Few	Almost All

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Very Difficult
Inexperienced:	Very Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Few
Promotions	Few
Employees Leaving	Many
New Positions (Growth)	Many

Employers report a total of 39 new positions this past year  
Almost All employers provide promotional opportunities

## WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$16.78 - 16.78	\$16.78
Experienced/New to Firm	\$14.38 - 38.36	\$28.77
3+ Years Experience with Firm	\$21.58 - 57.53	\$38.36

All employers report 40-hour full-time workweek

## BENEFITS

	<u>FT</u>
Medical Insurance	All
Dental Insurance	All
Vision Insurance	Almost All
Life Insurance	Almost All
Sick Leave	Almost All
Vacation	Almost All
Retirement Plan	Almost All
Child Care	None





# COMPUTER SUPPORT SPECIALISTS

OES CODES: 251040  
11 FIRMS RESPONDING / 102 EMPLOYEES  
GENDER: Female 12%, Male 88%

## OCCUPATION DESCRIPTION

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail and operating systems.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Critical thinking to identify and troubleshoot problems. Conduct equipment testing, inspect and evaluate the quality of products and document results of findings.

**Ability To:** Instruct others and identify and gather essential information. Provide computer support via telephone or on-line. Communicate with others, work independently and as part of a team. Read and follow oral and written instructions.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Many
Associate degree (2 Year)	Many
Bachelor degree (4 Year)	Few

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	None	Few
Other Occupational Experience Accepted	Some	Most	None
Training in Lieu of Work Experience	Many	Many	None
Technical/Vocational Training Required	Almost All	Few	None

### MOST SUCCESSFUL RECRUITMENT METHODS

In-House Promotion or Transfers	Some
Employee Referrals	Most
Private Employment Agencies	Some
School, Program Referrals	Some
Internet	Most

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Small (1995 emp 570)
Growth Rating:	Faster Than Average (14.0%)
Job Openings:	120

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	Few	Many	Many
Employment over next 2 years	None	Some	Most

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Moderately Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Few
Promotions	Some
Employees Leaving	Many
New Positions (Growth)	Few

Employers report a total of 5 new positions this past year  
Almost All employers provide promotional opportunities

## WAGES

ALL EMPLOYEES	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$ N/A	\$ N/A
Experienced/New to Firm	\$13.75 - 20.14	\$17.42
3+ Years Experience with Firm	\$14.50 - 23.97	\$22.58

All employers report 40-hour full-time workweek

## BENEFITS

	<u>FT</u>
Medical Insurance	All
Dental Insurance	All
Vision Insurance	Most
Life Insurance	All
Sick Leave	All
Vacation	All
Retirement Plan	Almost All
Child Care Plan	Few

# COUNTER AND RENTAL CLERKS

OES CODES: 490170  
15 FIRMS RESPONDING / 278 EMPLOYEES  
GENDER: Female 55%, Male 45%



## OCCUPATION DESCRIPTION

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning and storage. They may compute cost and accept payment.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Basic math and cash handling, using a calculator and cash register. Demonstrating knowledge of specific product, customer service and oral communication.

**Ability To:** Assist customers with rental selections. Compute and quote rental rates. Compute and collect rental deposits and fees and prepare rental agreements. Stand continuously for 2-4 hours. Write legibly, read and follow instructions. Ability to lift up to 25 pounds.

### MINIMUM EDUCATION REQUIREMENT

Less than High School	Few
High School or Equivalent	Almost All
Associate degree (2 Year)	Few
Bachelor degree (4 Year)	None

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Many	Some	Some
Other Occupational Experience Accepted	Most	Some	None
Training in Lieu of Work Experience	Almost All	Some	None
Technical/Vocational Training Required	Few	Almost All	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
In-House Promotion or Transfers	Some
Employee Referrals	Most
Employment Development Dept.	Most
Walk-In Applicants	Many

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Medium (1995 emp 1,640)
Growth Rating:	Much Faster Than Average (15.9%)
Job Openings:	650

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Most	Many
Employment over next 2 years	None	Most	Many

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Moderately Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	Few
Employees Leaving	Some
New Positions (Growth)	Most

Employers report a total of 19 new positions this past year  
Almost All employers provide promotional opportunities

## WAGES

<u>ALL EMPLOYERS</u>	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$5.75 - 8.50	\$6.00
Experienced/New to Firm	\$5.75 - 12.00	\$8.35
3+ Years Experience with Firm	\$7.00 - 14.00	\$11.00

Most employers report 40-hour full-time workweek  
Many employers report 24-hour average part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	Some
Dental Insurance	Most	Some
Vision Insurance	Many	None
Life Insurance	Many	Some
Sick Leave	Most	Few
Vacation	Almost All	Few
Retirement Plan	Many	Some
Child Care	Few	None



## DENTAL ASSISTANTS

OES CODES: 660020  
18 FIRMS RESPONDING / 59 EMPLOYEES  
GENDER: Female 93%, Male 7%

### OCCUPATION DESCRIPTION

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records and performing related duties as required.

### EMPLOYER ASSESSMENTS

#### JOB QUALIFICATIONS

**Skills In:** Perform and assist with dental procedures, knowledge of dental materials, following laboratory procedures and maintain equipment. Customer relations, oral communication, record keeping and general office skills.

**Ability To:** Relate to patients, a willingness to work with close supervision and be a part of a team. Stand continuously for 2-4 hours and lift up to 10 pounds. Write legibly, read and follow instructions.

#### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Most
Associate degree (2 Year)	Few
Graduate Study	Some

#### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	Few	Few
Training in Lieu of Experience	Most	Some	None
Technical/ Vocational Training Required	Most	Some	None

#### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
In-House Promotion or Transfers	Some
Employee Referrals	Most
Private Employment Agencies	Some
Private School Referrals	Some
Walk-In Applicants	Some

### EMPLOYMENT TRENDS

#### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2005

Size:	Medium (1995 emp 1,470)
Growth Rating:	Faster Than Average (13.6%)
Job Openings:	530

#### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Most	Some
Employment over next 2 years	None	Most	Some

#### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Very Difficult
Inexperienced:	Very Difficult

#### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	N/A
Promotions	None
Employees Leaving	Most
New Positions (Growth)	Some

Employers report a total of 6 new positions this past year  
Some employers provide promotional opportunities

### WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$11.00 - 11.00	\$11.00
Experienced/New to Firm	\$8.00 - 17.50	\$12.50
3+ Years Experience with Firm	\$10.00 - 22.00	\$15.00

Almost All employers report 40-hour full-time workweek  
Some employers report 28-hour average part-time workweek

### BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Most	Some
Dental Insurance	Most	Few
Vision Insurance	Some	Few
Life Insurance	Many	Some
Sick Leave	Most	Some
Vacation	Almost All	Some
Retirement Plan	Most	Some
Child Care	None	None

# DENTAL HYGIENISTS

OES CODES: 329080  
11 FIRMS RESPONDING / 30 EMPLOYEES  
GENDER: Female 90%, Male 10%



## OCCUPATION DESCRIPTION

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Possession of a Radiation Safety Certificate. Perform or assist with dental procedures, good eye-hand coordination, manual dexterity and knowledge of dental materials. Teeth cleaning and polishing skills, knowledge of anesthesiology and interest in patient care and education.

**Ability To:** Communicate orally, public contact skills, make decisions and a willingness to work with close supervision. Be a part of a team, stand continuously for 2 or more hours. Write legibly, read and follow instructions.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Some
Associate degree (2 Year)	Some
Bachelor degree (4 Year)	Few
Graduate Study	Some

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Required</u>
Work Experience	Most	Some	Few
Required			
Other Occupational	Some	Most	None
Experience Accepted			
Training in Lieu	Some	Most	None
of Experience			
Technical/Vocational	Many	Many	None
Training Required			

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
Employee Referrals	Most
Private Employment Agencies	Many
School, Program Referrals	Most

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Small (1995 emp 890)
Growth Rating:	Faster Than Average (13.5%)
Job Openings:	240

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Almost All	Few
Employment over next 2 years	Few	Almost All	Few

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Very Difficult
Inexperienced:	Very Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Some
Promotions	None
Employees Leaving	Some
New Positions (Growth)	Many

Employers report a total of 2 new positions this past year  
No employers provide promotional opportunities

## WAGES

ALL EMPLOYEES	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$31.00 - 38.13	\$33.00
Experienced/New to Firm	\$20.00 - 43.75	\$35.00
3+ Years Experience with Firm	\$24.00 - 56.25	\$40.00

Some employers report 37-hour full-time workweek  
Almost All employers report 23-hour part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Many	None
Dental Insurance	Most	Few
Vision Insurance	Some	None
Life Insurance	Some	None
Sick Leave	Many	None
Vacation	Many	None
Retirement Plan	Many	None
Child Care	Some	None



## GENERAL OFFICE CLERKS

OES CODE: 553470  
15 FIRMS RESPONDING / 76 EMPLOYEES  
GENDER: Female 87%, Male 13%

### OCCUPATION DESCRIPTION

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation and filing. The survey does not include workers whose duties are narrowly defined.

### EMPLOYER ASSESSMENTS

#### JOB QUALIFICATIONS

**Skills In:** Word processing, data entry, record keeping and general office practices. Basic math, grammar, spelling and proofreading skills. Organizational and problem solving skills. Write effectively, follow written and oral instructions. Alphabetic and numeric filing skills.

**Ability To:** Type at least 45 words per minute, operate office machines, use a calculator and answer the telephone. Meet deadlines, work under pressure and manage multiple priorities. Maintain good customer and interpersonal relations.

#### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Almost All
Associate degree (2 Year)	Few
Bachelor degree (4 Year)	Few

#### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Most	None	Some
Other Occupational Experience Accepted	Most	Some	None
Training in Lieu of Experience	Most	Some	None
Technical/Vocational Training Required	Many	Many	Few

#### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Many
In-House Promotion or Transfers	Many
Employee Referrals	Most
School, Program Referrals	Some
Private Employment, Agencies	Few
Walk-In Applicants	Many

### EMPLOYMENT TRENDS

#### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Very Large (1995 emp 18,650)
Growth Rating:	Slower Than Average (3.4%)
Job Openings:	3,760

#### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Many	Many
Employment over next 2 years	None	Most	Some

#### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Moderately Difficult

#### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	Few
Employees Leaving	Many
New Positions (Growth)	Many

Employers report a total of 10 new positions this past year  
Most employers provide promotional opportunities

### WAGES

NON-UNION	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$8.63 - 11.99	\$10.00
Experienced/New to Firm	\$9.00 - 14.38	\$12.25
3+ Years Experience with Firm	\$11.99 - 20.00	\$14.47
UNION	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$ N/A	\$ N/A
Experienced/New to Firm	\$9.67 - 13.17	\$10.45
3+ Years Experience with Firm	\$11.00 - 13.81	\$12.50

Almost All employers report 40-hour full-time workweek  
Many employers report 27-hour part-time workweek

### BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	Many
Dental Insurance	Almost All	Many
Vision Insurance	Many	Some
Life Insurance	Most	Many
Sick Leave	Almost All	Many
Vacation	Almost All	Many
Retirement Plan	Most	Many
Child Care	None	None



# HAIRDRESSERS, HAIRSTYLISTS AND COSMETOLOGISTS

OES CODES: 680050  
15 FIRMS RESPONDING / 142 EMPLOYEES  
GENDER: Female 76%, Male 24%



## OCCUPATION DESCRIPTION

Hairdressers, Hairstylists and Cosmetologists provide beauty services for customers such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up and dressing wigs. The survey does not include Shampooers, Manicurists and Beauty School Instructors.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Possession of a cosmetology license and artistic skills. Knowledge of make-up, skin care and manicuring skills. Manual dexterity, good eye-hand coordination and good color perception. Cash handling skills, telephone answering skills, sales techniques and public contact skills.

**Ability To:** Maintain appointment calendar, understand a variety of cultures and work independently. Willingness to work nights, weekends and holidays and stand continuously for 2 or more hours. Follow oral instructions, read and follow written instructions and communicate orally.

### MINIMUM EDUCATION REQUIREMENT

Less than High School	Few
High School or Equivalent	Almost All

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Many	Few	Many
Other Occupational Experience Accepted	Few	Almost All	None
Training in Lieu of Experience	Most	Some	None
Technical/Vocational Training Required	Almost All	Few	Few

### MOST SUCCESSFUL RECRUITMENT METHODS

Walk-In Applicants	Almost All
Employee Referrals	Most
Newspaper Ads	Many
In-House Promotion or Transfers	Some
School Program Referrals	Many

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Small (1995 emp 900)
Growth Rating:	Faster Than Average (12.2%)
Job Openings:	260

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	Few	Many	Many
Employment over next 2 years	None	Some	Almost All

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Very Difficult
Inexperienced:	Very Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	Few
Employees Leaving	Most
New Positions (Growth)	Some

Employers report a total of 9 new positions this past year  
Most employers provide promotional opportunities

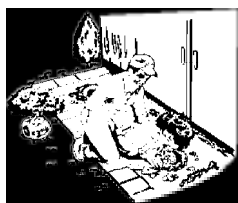
## WAGES

<u>All EMPLOYERS</u>	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$6.00 - 8.63	\$6.86
Experienced/New to Firm	\$5.75 - 20.00	\$8.00
3+ Years Experience with Firm	\$10.00 - 20.00	\$12.00

Almost All employers report 40-hour full-time workweek  
Almost All employers report 28-hour part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	Few
Dental Insurance	Many	Few
Vision Insurance	Some	Few
Life Insurance	Few	Few
Sick Leave	Few	Few
Vacation	Many	Some
Retirement Plan	Most	Some
Child Care	Few	Few



# LABORERS, LANDSCAPING AND GROUNDSKEEPING

OES CODES: 790410

16 FIRMS RESPONDING / 590 EMPLOYEES

GENDER: Female 3%, Male 97%

## OCCUPATION DESCRIPTION

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking and sprinkler installation. Workers may help brick and stone masons.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Horticulture, pesticides and lawn and garden care. Pruning skills, oral communication skills and public contact skills.

**Ability To:** Use hand tools, power tools and to stand for prolonged hours. Work outdoors and interact well with others. Follow written and oral instructions.

### MINIMUM EDUCATION REQUIREMENT

Less than High School	Many
High School or Equivalent	Many

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Many	Few	Some
Other Occupational Experience Accepted	Most	Some	None
Training in Lieu of Experience	Most	Some	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Most
In-House Promotion or Transfers	Some
Employee Referrals	Most
Walk-In Applicants	Most
Other (Word of Mouth)	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY

### OCCUPATIONAL FORECAST 1995-2002

Size:	Large (1995 emp 3,160)
Growth Rating:	Slower Than Average (8.5%)
Job Openings:	270

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Many	Many
Employment over next 2 years	Few	Most	Some

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Not Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Few
Promotions	Few
Employees Leaving	Many
New Positions (Growth)	Some

Employers report a total of 56 new positions this past year  
Almost All employers provide promotional opportunities

## WAGES

<b>NON-UNION</b>	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$6.14 - 9.00	\$8.00
Experienced/New to Firm	\$6.98 - 15.00	\$9.25
3+ Years Experience with Firm	\$7.67 - 20.00	\$13.00

<b>UNION</b>	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$7.50 - 12.07	\$10.16
Experienced/New to Firm	\$8.25 - 19.93	\$12.07
3+ Years Experience with Firm	\$10.00 - 21.41	\$18.57

Almost All employers report 40-hour full-time workweek  
Few employers report 27-hour part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	Some
Dental Insurance	Most	Some
Vision Insurance	Many	Some
Life Insurance	Many	None
Sick Leave	Most	None
Vacation	Almost All	Some
Retirement Plan	Most	None
Child Care	Few	None

# LEGAL SECRETARIES

OES CODES: 551020  
16 FIRMS RESPONDING / 93 EMPLOYEES  
GENDER: Female 99%, Male 1%



## OCCUPATION DESCRIPTION

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Knowledge of litigation procedures and practices, understanding of legal terms. English grammar, spelling and punctuation skills. Law office procedures and methods, time management and organizational skills. Word processing and proofreading skills.

**Ability To:** Maintain court and appointment calendar and operate transcribing machine. Write legibly and effectively, work under pressure and work independently. Communicate orally and follow oral instructions.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Most
Associate degree (2 Year)	Few
Bachelor degree (4 Year)	Few

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	None	Few
Other Occupational Experience Accepted	Many	Many	None
Training in Lieu of Experience	Some	Most	None
Technical/Vocational Training Required	Few	Most	Few

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
Employee Referrals	Most
Private Employment Agencies	Many
Trade Journals, Walk-In Applicants	Some
School, Program Referrals, Colleges/Universities	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Medium (1995 emp 1,150)
Growth Rating:	Slower Than Average (3.5%)
Job Openings:	180

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Almost All	Few
Employment over next 2 years	Few	Most	Some

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Not Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	Few
Employees Leaving	Most
New Positions (Growth)	Few

Employers report a total of 4 new positions this past year  
Some employers provide promotional opportunities

## WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$10.00 - 10.00	\$10.00
Experienced/New to Firm	\$14.00 - 21.20	\$18.32
3+ Years Experience with Firm	\$16.30 - 26.04	\$20.30

Employers report 38-hour full-time workweek  
Some employers report 26-hour part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	Many
Dental Insurance	Almost All	Many
Vision Insurance	Many	None
Life Insurance	Most	Many
Sick Leave	Almost All	Many
Vacation	All	Some
Retirement Plan	Almost All	Some
Child Care	None	None

# LICENSED VOCATIONAL NURSES

OES CODES: 325050  
15 FIRMS RESPONDING / 263 EMPLOYEES  
GENDER: Female 89%, Male 11%

## OCCUPATION DESCRIPTION

Licensed Vocational Nurses care for ill, injured, convalescent and handicapped persons in hospitals, clinics, private homes, sanitariums and similar institutions.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Administering medications, injections and drawing blood. Understanding of asepsis and laboratory procedures. Medical terminology, taking vital signs and detecting complications in patients. Record keeping, write effectively and communicate orally.

**Ability To:** Understand a variety of cultures, interact well with others, handle crises and possession of emotional stability. Work under pressure, work independently, follow written and oral instructions. Stand continuously for 2 or more hours and lift at least 50 lbs. repeatedly.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Many
Associate degree (2 Year)	Some
Bachelor degree (4 Year)	Some
Graduate Study	Few

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Many	Some	Some
Other Occupational Experience Accepted	Few	Almost All	None
Training in Lieu of Experience	Some	Most	None
Technical/Vocational Training	Most	Some	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
Employee Referral	Most
Walk-In Applicants	Many
School, Program Referrals, Union Hall	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2005

Size:	Large (1995 emp 2,260)
Growth Rating:	Slower Than Average (3.1%)
Job Openings:	370

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Most	Some
Employment over next 2 years	Few	Many	Many

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Moderately Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Few
Promotions	Few
Employees Leaving	Many
New Positions (Growth)	Many

Employers report a total of 25 new positions this past year  
Many employers provide promotional opportunities

## WAGES

NON-UNION	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$15.00 - 15.50	\$15.25
Experienced/New to Firm	\$14.50 - 17.87	\$16.00
3+ Years Experience with Firm	15.50 - 19.50	\$17.50

UNION	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$15.00 - 18.48	\$15.00
Experienced/New to Firm	\$15.26 - 19.30	\$16.00
3+ Years Experience with Firm	\$17.00 - 20.18	\$17.89

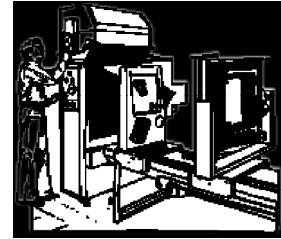
All employers report 40-hour full-time workweek  
Almost All employers report 29-hour part time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	Almost All
Dental Insurance	Almost All	Almost All
Vision Insurance	Many	Many
Life Insurance	Most	Many
Sick Leave	Most	Almost All
Vacation	Most	Almost All
Retirement Plan	Most	Most
Child Care	Some	Few

# MACHINISTS

OES CODES: 891080  
11 FIRMS RESPONDING / 131 EMPLOYEES  
GENDER: Female 20%, Male 80%



## OCCUPATION DESCRIPTION

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced and they plan sequences of operations.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Shop math, geometry and trigonometry. Read blueprints, work from sketched plans, use hand tools and operate drill presses. Set up grinders and boring machines. Change bearings, sprockets and belts.

**Ability To:** Perform precision work with precision tools, good vision, good eye-hand coordination and manual dexterity. Possession of mechanical aptitude and work independently. Lift 50-100 lbs.

### MINIMUM EDUCATION REQUIREMENT

Less than High School	Few
High School or Equivalent	Most
Associate degree (2 Year)	Few

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	None	Few
Other Occupational Experience Accepted	Few	Almost All	None
Training in Lieu of Experience	Most	Some	None
Technical/Vocational Training Required	Many	Some	Few

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
Internet, In-House Promotion or Transfers, Employment Development Dept.	Some
Employee Referrals	Many
Walk-In Applicants	Many

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Medium (1995 emp 2,360)
Growth Rating:	Average (11.0%)
Job Openings:	580

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Some	Most
Employment over next 2 years	None	Many	Many

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Very Difficult
Inexperienced:	Moderately Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	Few
Employees Leaving	Some
New Positions (Growth)	Most

Employers report a total of 24 new positions this past year  
Many employers provide promotional opportunities

## WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$7.50 - 16.00	\$11.75
Experienced/New to Firm	\$7.50 - 21.00	\$15.00
3+ Years Experience with Firm	\$8.50 - 25.00	\$20.00

All employers report 40-hour full-time workweek

## BENEFITS

	<u>FT</u>
Medical Insurance	All
Dental Insurance	Almost All
Vision Insurance	Many
Life Insurance	Most
Sick Leave	Most
Vacation	All
Retirement Plan	Most
Child Care	Few



## MEDICAL ASSISTANTS

OES CODE 660050

10 FIRMS RESPONDING / 122 EMPLOYEES

GENDER: Female 86%, Male 14%

### OCCUPATION DESCRIPTION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records or perform other clerical duties.

### EMPLOYER ASSESSMENTS

#### JOB QUALIFICATIONS

**Skills In:** Possession of a Medical Assistant Certificate. Customer service skills, oral communication skills and interpersonal skills. Handle crises, make decisions and solve problems. Knowledge of medical terminology, sterilization techniques and take vital signs.

**Ability To:** Write legibly and effectively, work under pressure and work independently. Follow oral and written instructions, stand continuously for 2 or more hours, willingness to work on-call and under close supervision.

#### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent All

#### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Most	Few	Some
Other Occupational Experience Accepted	Many	Many	None
Training in Lieu of Experience	Most	Some	None
Technical/Vocational Training Required	Most	Few	Some

#### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
Employee Referrals	Many
School, Program Referrals	Almost All
Internet	Some

### EMPLOYMENT TRENDS

#### ALAMEDA COUNTY

#### OCCUPATIONAL FORECAST 1995-2002

Size:	Medium (1995 emp 1,290)
Growth Rating:	Much Faster Than Average (18.6%)
Job Openings:	410

#### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Few	Almost All
Employment over next 2 years	None	Some	Most

#### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Not Difficult
Inexperienced:	Moderately Difficult

#### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Few
Promotions	Few
Employees Leaving	Some
New Positions (Growth)	Many

Employers report a total of 20 new positions this past year  
Most employers provide promotional opportunities

### WAGES

NON-UNION	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$8.50 - 10.00	\$10.00
Experienced/New to Firm	\$9.00 - 13.50	\$10.00
3+ Years Experience with Firm	\$12.00 - 15.00	\$13.00

UNION	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$ N/A	\$ N/A
Experienced/New to Firm	\$9.15 - 12.49	\$10.00
3+ Years Experience with Firm	\$10.00 - 13.12	\$12.00

All employers report 40-hour full-time workweek  
Many employers report 23-hour part time workweek

### BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	All	Many
Dental Insurance	Almost All	Many
Vision Insurance	Most	Many
Life Insurance	Almost All	Many
Sick Leave	All	Many
Vacation	All	Some
Retirement Plan	Almost All	Some
Child Care	None	None

# RESERVATION AND TRANSPORTATION TICKET AGENTS

OES CODE: 538050  
11 FIRMS RESPONDING / 203 EMPLOYEES  
GENDER: Female 71%, Male 29%



## OCCUPATION DESCRIPTION

Reservation and Transportation Ticket Agents make and confirm reservations for passengers and sell tickets for transportation agencies such as airlines, bus companies, railroads and steamship lines. They may check baggage and direct passengers to designated concourse, pier or track. The survey does not include workers who sell tickets for subways, city buses, ferryboats and street railways.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Geography, arranging travel schedules and reservations and sales techniques. Telephone answering skills, oral communication skills and public contact skills. Basic math, read and follow instructions and work independently.

**Ability To:** Use Sabre, perform detailed clerical work and work with close supervision. Write legibly and effectively.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent All

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	Few	Few
Other Occupational Experience Accepted	Many	Many	None
Training in Lieu of Experience	Many	Most	None
Technical/Vocational Training Required	Many	Many	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Most
Employee Referrals	Many
In-House Promotion or Transfers	Some
Internet	Some
Walk-In Applicants	Many
School, Program Referrals	Some
Private Employment Agencies	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size: Small (1995 emp 540)  
Growth Rating: Much Faster Than Average (20.4%)  
Job Openings: 220

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Most	Some
Employment over next 2 years	None	Many	Many

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced: Moderately Difficult  
Inexperienced: Very Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary Promotions	Some
Employees Leaving	Few
New Positions (Growth)	Many
	Few

Employers report a total of 7 new positions this past year  
Most employers provide promotional opportunities

## WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$7.75 - 8.05	\$7.90
Experienced/New to Firm	\$6.90 - 15.00	\$9.00
3+ Years Experience with Firm	\$7.69 - 20.00	\$13.00

All employers report 40-hour full-time workweek  
Some employers report 23-hour part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	None
Dental Insurance	Most	None
Vision Insurance	Many	None
Life Insurance	Some	Some
Sick Leave	Almost All	None
Vacation	Most	None
Retirement Plan	Most	Some
Child Care	Some	None



# STOCK CLERKS - STOCKROOM, WAREHOUSE, STORAGE YARD



OES CODES: 580230  
16 FIRMS RESPONDING / 190 EMPLOYEES  
GENDER: Female 32%, Male 68%

## OCCUPATION DESCRIPTION

Stock Clerks receive, store and issue materials, equipment and other items from stockroom, warehouse or storage yard and keep records and compile stock reports. The survey does not include stockroom laborers and workers whose primary duties involve shipping, weighing and checking.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Data entry, record keeping, labeling and inventory skills. Telephone answering skills and computer literacy. Organize and maintain files. Basic math, grammar and spelling.

**Ability To:** Possession of Class B driver's license and bondable. Analyze data to solve problems. Read forms quickly and accurately record and report information. Stock shelves and operate forklift. Work under pressure, work independently, communicate orally and follow oral and written instructions.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent All

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Some	Some	Some
Other Occupational Experience Accepted	Most	Some	None
Training in Lieu of Experience	Most	Many	None
Technical/Vocational Training Required	Few	Almost All	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Many
Employee Referrals	Most
Walk-In Applicants	Most
Colleges/Universities	Some
In-House Promotions or Transfers	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Very Large (1995 emp 4,960)
Growth Rating:	Slower Than Average (5.0%)
Job Openings:	950

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Many	Many
Employment over next 2 years	None	Some	Most

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Moderately Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Some
Promotions	Few
Employees Leaving	Many
New Positions (Growth)	Some

Employers report a total of 38 new positions this past year  
Almost All employers provide promotional opportunities

## WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$6.00 - 10.00	\$8.13
Experienced/New to Firm	\$6.50 - 13.35	\$8.63
3+ Years Experience with Firm	\$8.00 - 16.78	\$11.50

All employers report 40-hour full-time workweek  
Some employers report 26-hour part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	All	Many
Dental Insurance	Almost All	Some
Vision Insurance	Most	Some
Life Insurance	Most	Some
Sick Leave	Almost All	Many
Vacation	All	Many
Retirement Plan	Almost All	Some
Child Care	None	None

# TEACHERS AND INSTRUCTORS - VOCATIONAL EDUCATION AND TRAINING

OES CODES: 313140  
16 FIRMS RESPONDING / 606 EMPLOYEES  
GENDER: Female 43%, Male 57%



## OCCUPATION DESCRIPTION

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades or practical nursing. This survey includes correspondence school instructors, industrial, commercial or government training instructors and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment. They may teach in public or private schools, or in schools associated with organizations whose primary business is other than education.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Possession of a state teacher's certificate and a clean police record. Classroom management, supervisory and vocational counseling skills. Conducting training programs, use operating manuals and reference materials.

**Ability To:** Give oral instructions, solve problems and make decisions. Read and follow instructions and write effectively.

### MINIMUM EDUCATION REQUIREMENT

High School or Equivalent	Many
Associate degree (2 Year)	Few
Bachelor degree (4 Year)	Some

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Almost All	None	Few
Other Occupational Experience Accepted	Many	Many	None
Training in Lieu of Experience	Some	Most	None
Technical/Vocational Training Required	Most	Some	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Almost All
Employee Referrals	Most
Internet , Walk-In Applicants and Colleges/Universities	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY

### OCCUPATIONAL FORECAST 1995-2002

Size:	Large (1995 emp 2,120)
Growth Rating:	Much Faster Than Average (15.6%)
Job Openings:	460

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	Few	Many	Many
Employment over next 2 years	None	Few	Almost All

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Very Difficult
Inexperienced:	Very Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Few
Promotions	Few
Employees Leaving	Many
New Positions (Growth)	Some

Employers report a total of 28 new positions this past year  
Many employers provide promotional opportunities

## WAGES

ALL EMPLOYERS	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$8.63 - 13.42	\$11.03
Experienced/New to Firm	\$7.00 - 31.00	\$15.77
3+ Years Experience with Firm	\$8.25 - 35.00	\$19.91

Almost All employers report 39-hour full-time workweek  
Most employers report 20-hour part time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	Most
Dental Insurance	Almost All	Most
Vision Insurance	Most	Many
Life Insurance	Many	Some
Sick Leave	Almost All	Most
Vacation	Most	Some
Retirement Plan	Most	Many
Child Care	Few	Few



# TEACHERS - ELEMENTARY SCHOOL

OES CODES: 313050

18 FIRMS RESPONDING / 4,180 EMPLOYEES

GENDER: Female 80%, Male 20%

## OCCUPATION DESCRIPTION

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social and other formative skills. The survey does not include special education teachers who teach only handicapped pupils.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Possession of a state teacher's certificate and clean police record. Classroom management skills and understanding of a variety of cultures. Audiovisual teaching skills, problem solving skills and record keeping skills.

**Ability To:** Write legibly and effectively. Work under pressure, exercise patience and work independently. Communicate orally and give oral instructions. Coordinate work activities and interact well with others. Read and follow instructions.

### MINIMUM EDUCATION REQUIREMENT

Less than High School	Few
High School or Equivalent	Few
Bachelor degree (4 Year)	Most
Graduate Study (post graduate)	Few

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Some	Some	Some
Other Occupational Experience Accepted	Some	Most	None
Training in Lieu of Experience	Most	Some	None
Technical/Vocational Training	Some	Most	None

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Many
Employee Referral	Most
School, Program Referrals	Some
Walk-In Applicants	Many
Colleges/Universities	Most
Other	Some

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY

### OCCUPATIONAL FORECAST 1995-2005

Size:	Very Large (1995 emp 5,620)
Growth Rating:	Slower Than Average (8.0%)
Job Openings:	1,230

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	None	Some	Most
Employment over next 2 years	None	Some	Most

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Moderately Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	None
Promotions	Few
Employees Leaving	Most
New Positions (Growth)	Some

Employers report a total of 180 new positions this past year  
Almost All employers provide promotional opportunities

## WAGES

NON-UNION	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$11.51 - 22.00	\$13.90
Experienced/New to Firm	\$9.59 - 16.68	\$14.51
3+ Years Experience with Firm	\$12.47 - 17.26	\$16.00

UNION	<u>Range</u>	<u>Median</u>
Entry Level/No Experience	\$14.44 - 17.05	\$15.62
Experienced/New to Firm	\$14.88 - 21.58	\$18.14
3+ Years Experience with Firm	\$15.34 - 23.36	\$18.85

Almost All employers report 40-hour full-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	All	Some
Dental Insurance	Almost All	Some
Vision Insurance	Many	Few
Life Insurance	Most	Some
Paid Sick Leave	Almost All	Many
Paid Vacation	Some	None
Retirement Plan	Almost All	Some
Child Care	Some	Some

# TRAFFIC, SHIPPING AND RECEIVING CLERKS

OES CODES: 580280  
15 FIRMS RESPONDING / 344 EMPLOYEES  
GENDER: Female 76%, Male 24%



## OCCUPATION DESCRIPTION

Traffic, Shipping and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping and shipping merchandise or material, receiving, unpacking, verifying and recording incoming merchandise or material and arranging for the transportation of products. The survey does not include stock clerks and workers whose primary duties involve weighing and checking.

## EMPLOYER ASSESSMENTS

### JOB QUALIFICATIONS

**Skills In:** Possession of valid driver's license. Understanding inventory techniques. Operation of forklift and strapping machine. Use of calculator, problem solving, record keeping and telephone answering skills.

**Ability To:** Interact well with others, work independently and work under pressure. Work under close supervision, communicate orally, read and follow oral and written instructions.

### MINIMUM EDUCATION REQUIREMENT

Less than High School	Few
High School or Equivalent	Almost All

### EXPERIENCE & OTHER REQUIREMENTS

	<u>Yes</u>	<u>No</u>	<u>Preferred</u>
Work Experience Required	Some	Some	Many
Other Occupational Experience Accepted	Most	Some	None
Training in Lieu of Experience	Many	Many	None
Technical/Vocational Training Required	Some	Most	Few

### MOST SUCCESSFUL RECRUITMENT METHODS

Newspaper Ads	Most
In-House Promotion or Transfers	Some
Employee Referrals	Almost All
Walk-In Applicants	Most
Employment Development Dept.	Many

## EMPLOYMENT TRENDS

### ALAMEDA COUNTY OCCUPATIONAL FORECAST 1995-2002

Size:	Very Large (1995 emp 7,650)
Growth Rating:	Slower Than Average (4.1%)
Job Openings:	1,140

### EMPLOYERS' FORECAST

	<u>Decline</u>	<u>Remain Stable</u>	<u>Grow</u>
Employment level during last year	Few	Many	Many
Employment over next 2 years	Few	Many	Many

### SUPPLY/DEMAND ASSESSMENTS

How difficult is it to find applicants?

Experienced:	Moderately Difficult
Inexperienced:	Moderately Difficult

### VACANCIES FILLED OVER LAST 12 MONTHS

Temporary	Few
Promotions	Few
Employees Leaving	Many
New Positions (Growth)	Some

Employers report a total of 38 new positions this past year  
Most employers provide promotional opportunities

## WAGES

	<u>Range</u>	<u>Median</u>
<b>NON-UNION</b>		
Entry Level/No Experience	\$6.00 - 9.00	\$8.00
Experienced/New to Firm	\$6.00 - 13.00	\$9.50
3+ Years Experience with Firm	\$9.00 - 15.15	\$12.00
<b>UNION</b>		
Entry Level/No Experience	\$9.00 - 9.00	\$9.00
Experienced/New to Firm	\$12.00 - 21.58	\$15.00
3+ Years Experience with Firm	\$15.00 - 24.93	\$16.00

Almost All employers report 40-hour full-time workweek  
Few employers report 28-hour part-time workweek

## BENEFITS

	<u>FT</u>	<u>PT</u>
Medical Insurance	Almost All	None
Dental Insurance	Most	None
Vision Insurance	Many	None
Life Insurance	Most	None
Sick Leave	Most	None
Vacation	Almost All	None
Retirement Plan	Most	None
Child Care	Few	None

**INDUSTRIES  
THAT EMPLOY  
SURVEYED OCCUPATIONS**

## INDUSTRIES THAT EMPLOY SURVEYED OCCUPATIONS

### **ADMINISTRATIVE ASSISTANTS**

Elementary and Secondary Schools  
Manufacturers of Instruments for Measuring and Testing electric signals  
Large Firms

### **BILLING, COST and RATE CLERKS**

Offices and Clinics of Medical Doctors  
General Medical and Surgical Hospitals  
Office Equipment Wholesalers

### **BOOKKEEPING, ACCOUNTING and AUDITING CLERKS, including BOOKKEEPERS**

Colleges and Universities  
Accounting, Auditing and Bookkeeping Firms  
Large Firms

### **BUS and TRUCK MECHANICS and DIESEL ENGINE SPECIALISTS**

Local Government  
Industrial Machinery and Equipment Wholesalers  
Local Trucking Firms

### **COMPUTER ENGINEERS**

Prepackaged Computer Software Manufacturers  
Other Computer Related Service Providers

### **COMPUTER SUPPORT SPECIALISTS**

Wholesalers of Computer Software and Peripherals  
Manufacturers of Electronic Computers  
Large Firms

### **COUNTER and RENTAL CLERKS**

Video Tape Rental Services  
Passenger Car Rental Services

### **DENTAL ASSISTANTS**

Offices and Clinics of Dentists

### **DENTAL HYGIENISTS**

Offices and Clinics of Dentists

### **GENERAL OFFICE CLERKS**

Colleges and Universities  
Elementary and Secondary Schools  
Local Government

### **HAIRDRESSERS, HAIRSTYLISTS and COSMETOLOGISTS**

Beauty Shops  
Barber Shops  
Department Stores

**LABORERS, LANDSCAPING and GROUNDSKEEPING**

Lawn and Garden Services  
Wholesalers of Flowers and Florists' Supplies  
Golf Courses

**LEGAL SECRETARIES**

Legal Services Firms  
Government Offices

**LICENSED VOCATIONAL NURSES**

Offices and Clinics of Medical Doctors  
Skilled Nursing Care Facilities  
General Medical and Surgical Hospitals

**MACHINISTS**

Miscellaneous Industrial Machinery Manufacturers  
Miscellaneous Repair Services

**MEDICAL ASSISTANTS**

Offices and Clinics of Medical Doctors

**RESERVATION and TRANSPORTATION AGENTS**

Scheduled Air Transportation Services  
Water Transportation Services  
Travel Agencies

**STOCK CLERKS - STOCKROOM, WAREHOUSE, STORAGE YARD**

Grocery Stores  
Federal Government  
Catalog and Mail Order Houses

**TEACHERS and INSTRUCTORS - VOCATIONAL EDUCATION and TRAINING**

Elementary and Secondary Schools  
Vocational Schools and Educational Services  
Community Colleges

**TEACHERS - ELEMENTARY SCHOOL**

Elementary and Secondary Schools  
Child Day Care Services

**TRAFFIC, SHIPPING and RECEIVING CLERKS**

U.S. Postal Service  
Catalog and Mail Order Houses  
Department Stores



# **THE CCOIS QUESTIONNAIRE**

**ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL**

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Occupation: 169167997 ADMINISTRATIVE ASSISTANTS**

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

**Does your firm employ any individual performing the duties in the occupation described above?** ☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in **your county**.

1. What job title(s) does your firm use for <b>these duties</b> ?	Job Title(s):		
2. a. How many employees does your firm currently have in <b>this occupation</b> ?	Number of Employees:		
b. In <b>this occupation</b> , how many are:	Number of Males:	Number of Females:	
c. In <b>this occupation</b> , how many current employees are there and on average how many weekly hours do they work?			
Regular, Full Time:	Number of Employees:	Average Weekly Hours Worked:	
Regular, Part Time:	Number of Employees:	Average Weekly Hours Worked:	
Temporary/On Call:	Number of Employees:	Average Weekly Hours Worked:	
Seasonal:	Number of Employees:	Average Weekly Hours Worked:	
3. In your firm, what shifts are available for <b>this occupation</b> ? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____		
4. Has your firm hired in <b>this occupation</b> within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, how many were hired to fill:		vacancies resulting from promotions within your firm?	
		vacancies resulting from people in permanent positions leaving your firm?	
		new permanent positions resulting from growth?	
		temporary, on call, or seasonal positions?	
5. a. During the last 12 months, did your firm's employment in <b>this occupation</b> : (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow		
b. Over the next 24 months, do you expect your firm's employment in <b>this occupation</b> to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow		
6. When you hire applicants for <b>this occupation</b> , is prior experience in this occupation required? If <b>yes</b> or <b>preferred</b> , how much experience in <b>this occupation</b> is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ ( months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)		
7. If prior experience is required when you hire applicants <b>for this occupation</b> , please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)			
Not Difficult      1      2      3      4      Difficult			
8. If prior experience is <u>not</u> required when you hire applicants <b>for this occupation</b> , please indicate how difficult it is for your firm to find qualified applicants. (Circle one)			
Not Difficult      1      2      3      4      Difficult			

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)						
10. Is technical or vocational training required prior to employment in <b>this occupation</b> ? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)						
11. What is the minimum level of education your firm <b>requires</b> when hiring an applicant <b>in this occupation</b> ? (Check one).								
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study								
12. What is the usual income earned by your firm's employees in <b>this occupation</b> at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.						
<ul style="list-style-type: none"> <li>New hires, no experience (trained or untrained):</li> <li>New hires who are experienced:</li> <li>Experienced employees after 3 years with your firm:</li> </ul> <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____					
13. Are the wages for employees <b>in this occupation</b> subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees <b>in this occupation</b> and which best describes who pays for them:								
	<u>Employer Pays All</u>		<u>Share Cost</u>		<u>Employee Pays All</u>		<u>Not Provided</u>	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. a. Does your firm ever promote employees <b>in this occupation</b> to higher level positions?					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
If yes, what are the titles of the positions to which they may be promoted?					_____			
b. What skills are important for career advancement?					_____			
16. What computer software skills, if any, does your firm seek in applicants <b>for this occupation</b> ? (Please check all that apply)								
Specify software names: <input type="checkbox"/> None								
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____								
_____								
17. What other new skills are needed to perform the duties of this occupation?					_____			
18. When your firm hires employees <b>for this occupation</b> , which are the top <b>three</b> most successful recruitment methods?								
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> EDD <input type="checkbox"/> School/program referrals <input type="checkbox"/> Private employment agencies			<input type="checkbox"/> Newspaper ads <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Trade journals			<input type="checkbox"/> Internet <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> Employee referrals <input type="checkbox"/> Other (Please specify): _____		
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
Would you like to receive a complimentary copy of the survey results for this occupation?							<input type="checkbox"/> Yes <input type="checkbox"/> No	

**THANK YOU FOR YOUR COOPERATION !**

**OCCUPATIONS  
SURVEYED  
1992 - 1998**

## OCCUPATIONS SURVEYED SINCE 1992

### Sorted by Year and Occupation Name

<u>Year</u>	<u>Occupation</u>
1992	AIRCRAFT ENGINE SPECIALISTS
1992	AIRCRAFT MECHANICS
1992	BIOLOGICAL, AGRICULTURAL, AND FOOD TECHNICIANS AND TECHNOLOGISTS - EXCEPT HEALTH
1992	BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS
1992	CHEMICAL TECHNICIANS AND TECHNOLOGISTS - EXCEPT MEDICAL AND CLINICAL
1992	ELECTRICAL AND ELECTRONIC ENGINEERING TECHNICIANS AND TECHNOLOGISTS
1992	FIREFIGHTERS
1992	HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS
1992	LEGAL SECRETARIES
1992	MACHINISTS
1992	MEDICAL AND CLINICAL LABORATORY ASSISTANTS
1992	NURSE AIDES
1992	PARALEGAL PERSONNEL
1992	PLUMBERS, PIPEFITTERS, AND STEAMFITTERS
1992	RECEPTIONISTS AND INFORMATION CLERKS
1992	SHEET METAL WORKERS
1992	SURGICAL TECHNICIANS
1993	BILL AND ACCOUNT COLLECTORS
1993	BUS AND TRUCK MECHANICS AND DIESEL ENGINE SPECIALISTS
1993	CARPENTERS
1993	CASHIERS
1993	COMPUTER OPERATORS
1993	COMPUTER PROGRAMMERS, INCLUDING AIDES
1993	DATA PROCESSING EQUIPMENT REPAIRERS
1993	FOOD PREPARATION WORKERS
1993	FOOD SERVICE MANAGERS
1993	GUARDS AND WATCHGUARDS
1993	HOME HEALTH CARE WORKERS
1993	INSTRUCTIONAL AIDES
1993	LICENSED VOCATIONAL NURSES
1993	LODGING MANAGERS
1993	MEDICAL ASSISTANTS
1993	NUMERICAL-CONTROL MACHINE-TOOL OPERATORS AND TENDERS-METAL AND PLASTIC
1993	PHYSICAL THERAPY AIDES
1993	PHYSICAL THERAPY ASSISTANTS
1993	RADIOLOGIC TECHNOLOGISTS, DIAGNOSTIC
1993	SECRETARIES, GENERAL
1993	STOCK CLERKS - STOCKROOM, WAREHOUSE, STORAGE YARD
1993	TRAFFIC, SHIPPING, AND RECEIVING CLERKS
1993	TRUCK DRIVERS - HEAVY OR TRACTOR TRAILER

## OCCUPATIONS SURVEYED

1993	TRUCK DRIVERS, LIGHT - INCLUDE DELIVERY AND ROUTE WORKERS
1994	AUTOMOTIVE BODY AND RELATED REPAIRERS
1994	AUTOMOTIVE MECHANICS
1994	BAKERS - BREAD AND PASTRY
1994	DENTAL ASSISTANTS
1994	DRAFTERS
1994	ELECTRICIANS
1994	ELECTRONIC HOME ENTERTAINMENT EQUIPMENT REPAIRERS
1994	EMERGENCY MEDICAL TECHNICIANS - I
1994	EMERGENCY MEDICAL TECHNICIANS - PARAMEDIC
1994	HAIRDRESSERS, HAIRSTYLISTS, AND COSMETOLOGISTS
1994	HUMAN SERVICE WORKERS
1994	LOAN AND CREDIT CLERKS
1994	MAINTENANCE REPAIRERS - GENERAL UTILITY
1994	MEDICAL SECRETARIES
1994	OFFSET LITHOGRAPHIC PRESS SETTERS AND SET-UP OPERATORS
1994	PERSONNEL CLERKS - EXCEPT PAYROLL AND TIMEKEEPING
1994	PHYSICAL THERAPISTS
1994	REGISTERED NURSES
1994	TELLERS
1995	ACCOUNTANTS AND AUDITORS
1995	ASSEMBLERS - ELECTRICAL AND ELECTRONIC EQUIPMENT PRECISION
1995	BIOLOGICAL SCIENTISTS
1995	COMMUNICATIONS, TRANSPORTATION, AND UTILITIES OPERATIONS MANAGERS
1995	COMPUTER ENGINEERS
1995	CONCRETE AND TERRAZO FINISHERS
1995	DATA ENTRY KEYERS - EXCEPT COMPOSING
1995	GENERAL OFFICE CLERKS
1995	INDUSTRIAL ENGINEERS - EXCEPT SAFETY
1995	JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS
1995	MACHINISTS
1995	MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS
1995	NURSE AIDES
1995	PAINTERS, PAPERHANGERS - CONSTRUCTION AND MAINTENANCE
1995	RECREATION WORKERS
1995	SALES REPRESENTATIVES - EXCEPT SCIENTIFIC AND RELATED PRODUCTS AND SERVICES AND RETAIL
1995	SOCIAL WORKERS - MEDICAL AND PSYCHIATRIC
1995	TEACHERS - SECONDARY SCHOOL
1995	TYPISTS, INCLUDING WORD PROCESSING
1995	VOCATIONAL AND EDUCATIONAL COUNSELORS
1996	ADMINISTRATIVE SERVICES MANAGERS
1996	COUNTER AND RELATED CLERKS
1996	CREDIT CHECKERS
1996	EMPLOYMENT INTERVIEWERS - PRIVATE OR PUBLIC EMPLOYMENT SERVICES
1996	FINANCIAL MANAGERS
1996	FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS-PRODUCTION AND OPERATING WORKERS

## OCCUPATIONS SURVEYED

1996	FLORAL DESIGNERS
1996	GARDENERS, GROUNDSKEEPERS, EXCEPT FARM
1996	GUARDS AND WATCHGUARDS
1996	HAZARDOUS-WASTE MANAGEMENT SPECIALISTS
1996	MOBILE HEAVY EQUIPMENT MECHANICS
1996	MOTORCYCLE REPAIRERS
1996	ORDER CLERKS - MATERIALS, MERCHANDISE, AND SERVICE
1996	PEST CONTROLLERS AND ASSISTANTS
1996	PHARMACY ASSISTANTS
1996	PHOTOGRAPHERS
1996	PLASTIC MOULDING AND CASTING MACHINE OPERATORS AND TENDERS
1996	SURGICAL TECHNICIANS
1996	TAXI DRIVERS AND CHAUFFEURS
1996	TRAVEL AGENTS
1996	VETERINARY TECHNICIANS AND TECHNOLOGISTS
1997	AUTOMOTIVE MECHANICS
1997	CARPENTERS
1997	CONSTRUCTION MANAGERS
1997	ELECTRICIANS
1997	FILM EDITORS
1997	FOOD SERVICE MANAGERS
1997	HELPERS-CARPENTERS AND RELATED
1997	HOME HEALTH CARE WORKERS
1997	HOTEL DESK CLERKS
1997	HUMAN SERVICE WORKERS
1997	LOAN OFFICERS AND COUNSELORS
1997	LOCAL AREA NETWORK MANAGERS
1997	MAIDS AND HOUSEKEEPING CLEANERS
1997	MANAGEMENT ANALYSTS
1997	OCCUPATIONAL THERAPISTS
1997	OPTICIANS-DISPENSING AND MEASURING
1997	PARALEGAL PERSONNEL
1997	PAYROLL AND TIMEKEEPING CLERKS
1997	PROPERTY AND REAL ESTATE MANAGERS AND ADMINISTRATORS
1997	SOCIAL WORKERS-MEDICAL AND PSYCHIATRIC
1997	SYSTEMS ANALYSTS-ELECTRONIC DATA PROCESSING
1997	UNDERWRITERS
1997	WAITERS AND WAITRESSES
1998	BAKERS – BREAD AND PASTERY
1999	CHILD CARE WORKERS
1998	COMPUTER PROGRAMMERS, INCLUDING AIDES
1998	COOKS – RESTAURANT
1998	DATA PROCESSING EQUIPMENT REPAIRERS
1998	GENERAL MANAGERS AND TOP EXECUTIVES
1998	HAZARDOUS MATERIAL REMOVAL WORKERS
1998	HEATING, AIR CONDITIONING AND REFRIGERATION MECHANICS AND INSTALLERS
1998	INTERNET WEB SITE DESIGNERS/DEVELOPERS (WEBMASTERS)
1998	MAINTENANCE REPAIRERS – GENERAL UTILITY
1998	NETWORK CONTROL TECHNICIANS
1998	PHARMACY TECHNICIANS



## **OCCUPATIONS SURVEYED**

1998	PHYSICAL THERAPY AIDES
1998	RECEPTIONISTS AND INFORMATION CLERKS
1998	REGISTERED NURSES
1998	SALESPERSONS – RETAIL(EXCEPT VEHICLE SALES)
1998	SECRETARIES, MEDICAL
1998	STOCK CLERKS – SALES FLOOR
1998	TRUCK DRIVERS – HEAVY OR TRACTOR TRAILER

**SAMPLE LIST OF  
TRAINING PROVIDERS**

## I-TRAIN (Intrastate Training Resources and Information Network)

The information below is a sample list of training providers available in Alameda County for the occupations surveyed in this report. However, an additional source for seeking training providers is available through I-TRAIN. I-TRAIN is an on-line database shared by Alameda and Contra Costa Counties that puts training information at the fingertips of anyone with a computer and a telephonic communication interface. The I-TRAIN system collects and distributes data on vendors to job/training seekers as well as agencies seeking to make informed referrals. For more information, log on to I-TRAIN at: [www.I-TRAIN.org](http://www.I-TRAIN.org).

## SAMPLE LIST OF TRAINING PROVIDERS

### **ADMINISTRATIVE ASSISTANTS**

Career Dynamics  
405 14<sup>th</sup> Street, Suite 214  
Oakland, CA 94612  
Contact: Mr. Bijan  
Esfandiari  
Phone: (510) 663-4444  
Fax: (510) 663-4555

Heald Business College  
1453 Mission Street  
San Francisco, CA 94103  
Contact: Mr. Klint Schahrer  
Phone: (415) 673-5500  
Fax: (415) 808-3005

Business Education  
Technologies  
1611 Telegraph Avenue  
Oakland, CA 94612  
Contact: Stan Varn  
Phone: (510) 986-6710  
Fax: (510) 986-6717

### **BILLING, COSTS and RATE CLERKS**

Spectrum Community  
Services, Inc.  
1435 Grove Way  
Hayward, CA 94546  
Contact: Ardyth West  
Phone: (510) 881-0300  
Fax: (510) 537-3340  
Email: [Specacct@flash.net](mailto:Specacct@flash.net)

Summit College  
2111 Franklin Street  
Oakland, CA 94612  
Contact: Kecia Johnson  
Phone: (510) 452-2063  
Fax: (510) 425-9430

Vista College  
2020 Milvia Street  
Berkeley CA 94704  
Contact: Maureen Knightly  
Phone (510) 841-8860 x218  
Fax (510) 841-7333  
[www.peralta.cc.ca.us](http://www.peralta.cc.ca.us)

### **BOOKKEEPING, ACCOUNTING and AUDITING CLERKS**

Mission Valley ROC/P  
40230 Laiolo Road  
Fremont, CA 94538  
Contact: Sue Flanagan  
Phone: (510) 657-1865  
Fax: (510) 438-0378  
[www.mvrop.org](http://www.mvrop.org)

College of Alameda  
555 Atlantic Ave  
Alameda, CA 94501  
Contact: Saundra Henry  
Phone: (510) 748-2242  
Fax: (510) 769-6019  
[www.peralta.cc.ca.us/coa.htm](http://www.peralta.cc.ca.us/coa.htm)

Laney College  
900 Fallon Street  
Oakland, CA 94607  
Contact: Cleophas Griffin  
Phone: (510) 834-5740  
Fax: (510) 464-3559  
[www.laney.peralta.cc.ca.us](http://www.laney.peralta.cc.ca.us)

### **BUS and TRUCK MECHANICS**

College of Alameda  
555 Atlantic Ave  
Alameda, CA 94501  
Contact: Mike Robertson  
Phone: (510) 748-2357  
Fax: (510) 769-6019  
[www.peralta.cc.ca.us/coa.htm](http://www.peralta.cc.ca.us/coa.htm)

### **COMPUTER ENGINEERS**

Las Positas College  
3033 Collier Canyon  
Road  
Livermore, CA 94550  
Contact: Karen Haliday  
Phone: (510) 373-5800  
Fax: (510) 443-0742  
[www.clpccd.cc.ca.us/pc](http://www.clpccd.cc.ca.us/pc)

National Training Institute  
456 22<sup>nd</sup> Street  
Oakland, CA 94612  
Contact: John Flaherty  
Phone: (510) 451-1522  
Fax: (510) 451-5653

Business Education  
Technologies  
1611 Telegraph Avenue,  
Suite 1115  
Oakland, CA 94612  
Contact: Stan Vern  
Phone: (510) 986-6710  
Fax: (510) 986-6717

### **COMPUTER SUPPORT SPECIALISTS**

Career Solutions, LLC  
1330 Decoto Road  
Union City, CA 94587  
Contact: Ms. Cari  
Kempster  
Phone: (510) 429-9170  
Fax: (510) 429-9171

Computer Learning Center  
667 Mission Street  
San Francisco, CA 94106  
Contact: Paul Langton  
Phone: (415) 495-0800  
Fax: (415) 495-6206

Ohlone College  
35753 Cedar Blvd.  
Newark, CA 94560  
Contact: Mr. Jeff Baker  
Phone: (510) 745-9065  
Fax: (510) 494-0386  
[www.ohlone.cc.ca.us](http://www.ohlone.cc.ca.us)

### **COUNTER and RATE CLERKS**

College of Alameda  
555 Atlantic Ave  
Alameda, CA 94501  
Contact: Saundra Henry  
Phone: (510) 748-2242  
Fax: (510) 769-6019  
[www.peralta.cc.ca.us/coa.htm](http://www.peralta.cc.ca.us/coa.htm)

Center for Employment Training  
8390 Capwell Drive  
Oakland, CA 94621  
Contact: Robert Luna  
Phone: (510) 568-6166  
Fax: (510) 568-6123

### **DENTAL ASSISTANTS**

Western Career College  
170 Bayfair Mall  
San Leandro, CA 94578  
Contact: Jeff Akens  
Phone: (510) 276-3888  
Fax: (510) 276-3653  
[www.westerncollege.com](http://www.westerncollege.com)

Eden Area ROP  
26316 Hesperian Blvd  
Hayward, CA 94545  
Contact: Mel Balasbas  
Phone: (510) 293-2919  
Fax: (510) 293-8385

College of Alameda  
555 Atlantic Avenue  
Alameda, CA 94501  
Contact: Yvonne Carter  
Phone: (510) 748-2262  
Fax: (510) 769-6019  
[www.peralta.cc.ca.us](http://www.peralta.cc.ca.us)

### **DENTAL HYGIENISTS**

Chabot College  
25555 Hesperian Blvd  
Hayward, CA 94545  
Contact: Dolly Balangitao  
Phone: (510) 786-6715  
Fax: (510) 786-7002  
[www.clpccd.cc.a.us](http://www.clpccd.cc.a.us)

### **GENERAL OFFICE CLERKS**

Livermore Adult School  
543 Sonoma Avenue  
Livermore, CA 94550  
Contact: Nancy Steele  
Phone: (925) 606-3200  
Fax: (925) 606-3389  
[www.lvjUSD.k12.ca.us](http://www.lvjUSD.k12.ca.us)

Center For Employment Training  
8390 Capwell Drive  
Oakland, CA 94621  
Contact: Robert Luna  
Phone: (510) 568-6166  
Fax: (510) 568-6723

Career Resources Development  
Center Inc.  
320 13<sup>th</sup> Street, Second Floor  
Oakland, CA 94612  
Contact: Clotee Allochuku  
Phone: (510) 268-8886  
Fax: (510) 268-0688

### **HAIRDRESSERS, HAIRSTYLISTS and COSMETOLOGISTS**

Laney College  
900 Fallon Street  
Oakland, CA 94607-483  
Contact: Lena Sunday-Coleman  
Phone: (510) 834-5740  
Fax: (510) 464-3528  
[www.peralta.cc.ca.us](http://www.peralta.cc.ca.us)

Hayward Beauty College  
22641 Main Street  
Hayward, CA 94541  
Contact: Mr. Alan Cox  
Phone: (510) 537-2005  
Fax: (925) 461-9020

Fremont Beauty College  
4149 Peralta Boulevard  
Fremont, CA 94536  
Contact: Nancy Court  
Phone: (510) 797-7318  
Fax: (510) 797-5065

### **LABORERS, LANDSCAPING and GROUNDSKEEPING**

Tri-Valley ROP  
2600 Kitty Hawk Road # 117  
Livermore, CA. 94550  
Contact: Tim Hern  
Phone: (510) 455-4800  
Fax: (510) 449-9126  
Email: [tvroptri@postoffice.pacbell.net](mailto:tvroptri@postoffice.pacbell.net)

University Berkeley Extension  
1995 University Avenue  
Berkeley, CA 94720-7007  
Contact: Jennifer Okano  
Phone: (510) 642-4111  
Fax: (510) 642-0374  
[www.unex.berkeley.edu:4243](http://www.unex.berkeley.edu:4243)

Albany Adult Education  
601 San Gabriel  
Albany, CA 94706  
Contact: Hazel Sugarbaker  
Phone: (510) 559-6580  
Fax: (510) 559-6583

### **LEGAL SECRETARIES**

Summit College  
2111 Franklin Street  
Oakland, CA 94612  
Contact: Manuel Cabello  
Phone: (510) 452-2063  
Fax: (510) 452-9430  
Email: [manuel@wesfoundation.org](mailto:manuel@wesfoundation.org)

Vallecitos CET Inc.  
597 C Street  
Hayward, CA 94541  
Contact: Slyvia Llanes  
Phone: (510) 537-8400  
Fax: (510) 537-7487  
Email: [vcet@pacbell.net](mailto:vcet@pacbell.net)

East Bay Institute of Business  
and Legal Training  
10764 San Pablo Ave  
El Cerrito, CA 94530  
Contact: Kim Mallory  
Phone: (510) 528-0095  
Fax: (510) 528-0599

### **LICENSED VOCATIONAL NURSES**

Chabot College  
25555 Hesperian Blvd.  
Hayward, CA 94545  
Contact: Dolly  
Balangitao  
Phone: (510) 723-6715  
Fax: (510) 723-7002  
[www.peralta.cc.ca.us](http://www.peralta.cc.ca.us)

Merritt College  
12500 Campus Drive  
Oakland, CA 94619  
Contact: Debra Jacks  
Phone: (510) 436-2419  
Fax: (510) 436-2444  
[www.peralta.cc.ca.us](http://www.peralta.cc.ca.us)  
Ohlone College

43600 Mission Blvd  
Fremont, CA 94539  
Contact: Ken Waters  
Phone: (510) 659-6000  
Fax: (510) 659-6128  
[www.ohlone.cc.ca.us](http://www.ohlone.cc.ca.us)

### **MACHINISTS**

Laney College  
900 Fallon Street  
Oakland, CA 94607  
Contact: Cleophas Griffin  
Phone: (510) 834-5740  
Fax: (510) 464-3124  
[www.peralta.cc.ca.us](http://www.peralta.cc.ca.us)

National Tooling & Machining  
Assn.  
43651 S. Grimmer Blvd  
Fremont, CA 94538  
Contact: Barbara Crabtree  
Phone: (510) 226-3760  
Fax: (510) 226-3778

Oakland Chinese Community  
Council, Inc.  
168 Eleventh Street  
Oakland, CA 94607  
Contact: Loren Tolosa  
Phone: (510) 839-2022  
Fax: (510) 839-2435

### **MEDICAL ASSISTANTS**

Summit College  
2111 Franklin Street  
Oakland, CA 94612  
Contact: Manuel Cabello  
Phone: (510) 452-2063  
Fax: (510) 452-9430

Silicon Valley College  
41350 Christy Street  
Fremont, CA 94538  
Contact: Patrick Sutherland  
Phone: (510) 623-9966  
Fax: (510) 623-9822  
[www.svcollege.com](http://www.svcollege.com)

Western Career College  
170 Bayfair Mall  
San Leandro, CA 94578-3711  
Contact: Jeff Akens  
Phone: (510) 276-3888  
Fax: (510) 276-3653

### **RESERVATION and TRANSPORTATION TICKET AGENTS**

Vista College  
2020 Milvia Street  
Berkeley, CA 94704  
Contact: Lloyd Moffatt  
Phone: (510) 841-8431  
Fax: (510) 841-7333  
[www.peralta.cc.ca.us](http://www.peralta.cc.ca.us)

Chabot College  
25555 Hesperian Blvd  
Hayward, CA 94545  
Contact: Irene Garcia  
Phone: (510) 723-7121  
Fax: (510) 723-7121  
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### **STOCK CLERKS, STOCKROOM, WAREHOUSE and STORAGE YARD**

Center for Employment  
Training  
8390 Capwell Drive  
Oakland, CA 94621  
Contact: Robert Luna  
Phone: (510) 568-6166  
Fax: (510) 568-6723

Asian Neighborhood Design  
1890 Campbell Street  
Oakland, CA 94607  
Contact: Maurice Lim Miller  
Phone: (510) 433-1393  
Fax: (510) 433-1375

College of Alameda  
555 Atlantic Ave  
Alameda, CA 94501  
Contact: Saundra Henry  
Phone: (510) 748-2242  
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### **TEACHERS and INSTRUCTORS - VOCATIONAL EDUCATION and TRAINING**

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College of Alameda  
555 Atlantic Ave  
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### **TEACHERS – ELEMENTARY SCHOOL**

Cal State Hayward  
25800 Carlos Bee Blvd.  
Hayward, CA 94542  
Contact: Renee Jimenez  
Phone: (510) 885-3027  
Fax: (510) 885-4632

University of Cal Berkeley  
200 California Hall  
Berkeley, CA 94720  
Contact: Patricia Owen  
Phone: (510) 642-562  
Fax: (510) 643-2278

**TRAFFIC, SHIPPING and RECEIVING CLERKS**

Center for Employment Training  
8390 Capwell Drive  
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Fax: (510) 568-1073

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